

Survey Results (Included Responses)



KYVL Online Resources
Customer Satisfaction
Survey - Public Libraries

Report created on: Monday, May 16, 2005 11:20:00 AM

The results of your survey are displayed below. If your survey includes text responses, click the "View" button to read individual results. To exclude a particular response, click the Included Responses button. You can then view the set of individual responses that are currently included and select those you wish to exclude. Results below contain only Included responses

EXCLUDE BLANK RESPONSES

Launch Date	02/07/2005 - 2:23 PM
Modified Date	
Close Date	04/18/2005 - 4:20 PM
Email Invites	0
Visits	469
Partials	6
Completes	152

Go to Individual Complete Responses:
☐ Show respondent's emails.

INCLUDED RESPONSES

EXCLUDED RESPONSES

Included Respondents: 152
Excluded Respondents: 0

- [Cross Tabulate](#)
Cross reference multiple questions
- [Download Results](#)
Receive results in spreadsheet format

Responses: ☒ Completes only ☐ Partials only ☐ Completes & Partials

Help us provide you with the online information resources that you need. Please complete the following survey and submit it to us.

1. I am a:

	Number of Responses	Response Ratio
Library Customer	40	26%
Librarian	61	40%
Library Staff Member	51	34%
Total	152	100%

There are two ways you can search these resources after you click on the Find Books, Articles, and More. One is by a group of databases (online resources) by subject area. The other is to directly connect to the resource provider. Please respond where appropriate.

2. Search a Group of...Databases: Online Resource Name

	1	2	3	4	5	Not
	Poor	Fair	OK	Good	Excellent	Applicable
<i>The top percentage indicates total respondent ratio; the bottom number represents actual number of respondents selecting the option</i>						
1. General & Reference	2% 3	1% 2	14% 19	43% 59	29% 40	10% 13
2. Education	2% 3	4% 5	19% 25	42% 55	20% 26	13% 17
3. Arts & Humanities	2% 2	5% 7	23% 30	38% 50	18% 23	15% 19
4. Science & Medicine	2% 2	4% 5	23% 30	33% 42	24% 31	15% 19
5. Business & Economics	2% 2	5% 6	25% 32	37% 47	17% 22	15% 19
6. Social Sciences	2% 2	4% 5	25% 32	36% 47	17% 22	17% 22

3. Connect Directly to: Online Resource Name

	1	2	3	4	5	Not
	Poor	Fair	OK	Good	Excellent	Applicable
<i>The top percentage indicates total respondent ratio; the bottom number represents actual number of respondents selecting the option</i>						
1. Magazines and Articles - All topics - EBSCO	3% 4	3% 4	7% 10	37% 53	42% 59	8% 12
2. Magazines and Articles - Computing - ProQuest	3% 4	8% 11	19% 25	25% 33	16% 21	29% 38
3. Magazines and Articles - Career and Technical Education - ProQuest	2% 3	9% 12	19% 24	26% 33	18% 23	26% 34
4. Magazines and Articles - AltPress Watch - ProQuest	2% 3	6% 7	18% 22	26% 32	15% 19	34% 42
5. Encyclopedia Americana - Grolier	2% 2	8% 10	17% 22	33% 43	22% 29	18% 24
6. Biographies - Wilson	2% 2	5% 7	15% 20	31% 41	34% 45	14% 18
7. NovelList	1% 1	6% 8	9% 13	28% 39	48% 67	8% 11
8. OCLC FirstSearch	1% 2	3% 4	10% 13	26% 35	51% 69	9% 12
9. International Index to Music Periodicals	2% 2	6% 8	16% 20	20% 25	12% 15	44% 56

If there are other specific databases that are not listed that you have found to be helpful,
4. please list them.

5. Overall, how would rate this group of KYVL online resources?

The top percentage indicates total respondent ratio; the bottom number represents actual number of respondents selecting the option

	1	2	3	4	5
	Poor	Fair	OK	Good	Excellent
1.	1%	3%	12%	48%	36%
	1	5	18	72	53

6. Which of the following subject areas would you like to be better covered in the KYVL online resources?

	Number of Responses	Response Ratio
Biology	16	13%
Business	28	22%
Chemistry	5	4%
Computer Science	17	13%
Current Events	50	40%
Education	20	16%
Engineering	6	5%
History	48	38%
Library Science	30	24%
Literature	43	34%
Mathematics	13	10%
Medicine	35	28%
Physical Science	9	7%
Psychology	15	12%
Sociology	18	14%
Technology	30	24%

7. What subject areas other than those listed above would you like to see as a part of the KYVL online resources?

[VIEW](#) 33 Responses

8. If there are specific databases which you would like to see added to the KYVL online resources, please list them.

[VIEW](#) 41 Responses

9. If you would be willing to participate in a focus group via email, please provide your name and email address.

[VIEW](#) 28 Responses

Thank you for your help!

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REPORT OVERVIEW



KYVL Online Resources Customer Satisfaction Survey - Public Libraries

Questions that required written responses are displayed by individual query. The "Report Overview" button or "Back" button will return you to your survey results.

Each individual respondent is referenced under the # column.

If there are other specific databases that are not listed that you have found to be helpful,
4. please list them.

#	Response
1	Poetry index w/full text
2	New York Times Proquest
3	I use the Census records more then anything else.
4	Kentuckiana Digital Library,
5	ancestry.com and heritage
6	Historical New York Times
7	Academic Search Elite
8	Business Ref USA; Academic Search
9	love academic search premier. Always have to remember to tell them to click full text...medline and health source plus are good if i am looking for information for older patrons who are not computer literate but, what can we do to make that easier for them to use?
10	CMD
11	Worldcat is incredibly helpful for a number of search requests.
12	I love the Lexington Newspapers datatbase and Heritage Quest.
13	I like WorldCat but it is hard to get to.
14	Academic Search CINAHL any with historical information
15	Digital Library
16	sdADSA
17	na
18	Academic Database CINAHL Sociological and Psychological Databases ERIC Business Databases

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7. What subject areas other than those listed above would you like to see as a part of the KYVL online resources?

#	Response
1	Legal forms everyone can use; easy resume forms.
2	Genealogy
3	PERSI
4	More text-based services. Particularly full-text books, the older the better.
5	Local businesses want to ILL spicific items that we don't have and it is hard to get what they want at times.
6	Kentucky related databases - businesses, demographics, economic statistics, courier-journal, lexington herald, kentucky encyclopedia, kentucky statutes, regulations, and court decisions, directory of groups, churches, cementaries, schools, libraries, etc. of kentucky Genealogical resources More health information resources - drugs, testing, treatment, statistics, consumer information Religion databases, academic articles, general religion profiles, bible and koran references, dictionary Resume builder software
7	Genealogy, maps
8	Law Government
9	genealogy
10	Genealogy resources.
11	Computer Programming Tips and Techniques
12	Easier use or description of genealogy resources.
13	Health
14	Genealogy, Historical papers,
15	genealogy
16	art and humanities
17	law and criminology
18	government documents
19	car repair; consumer info
20	genealogy
21	Art, Music
22	Kentucky history/regional
23	genealogy
24	Agriculture
25	Legal

- 26 Financial information, genealogy, historical newspapers
- 27 Philosophy
- 28 We mostly use ebsco and novelist
- 29 More history More nursing / consumer health
- 30 DEEE
- 31 na
- 32 technical databases
- 33 Folk culture Politics/Public Affairs

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If there are specific databases which you would like to see added to the KYVL online resources, please list them.

#	Response
1	Info Trac
2	World Book, HeritageQuest, Gale's Literature Resource Center, Opposing Viewpoints, Sanborn Maps, Newsbank, Oxford Reference Online, Access Science, Mergent, Standard & Poor's, Reference USA
3	persi
4	Gale's Literature Resource Center
5	What Do I Read Next
6	Oxford English Dictionary
7	Sanborn Fire Insurance, Biography and Genealogy Master Index, Contemporary Literary Criticism Select, Ethnic Newswatch, Health & Wellness Resource Center, Opposing Viewpoints Resource Center
8	Daily Life in History Genealogy - Heritage Quest on a statewide level
9	Gale's Literature Resource Center
10	-Lexis-Nexis (including Congressional Universe, Statistical Universe)
11	online newspapers
12	Infotrac databases
13	1930 Census, birth, death and marriage records prior to 1911.
14	CARL Uncover (or similar)
15	FREE access to major genealogy resources: I can't afford \$50-\$100 per year to subscribe to the "biggies". Just a thought.
16	a poetry database
17	jstor
18	government documents Dawes Rolls - Indian censi
19	home products
20	ancestry.com and ancestry plus .com
21	current events. authors and book reviews always.
22	CMD
23	West Law/Lexis-Nexis (or comparable online legal resource) Gale Virtual Reference Library Mitchells or Chiltons online auto repair
24	Library Literature
25	Morningstar

- 26 Newsbank "America's Newspapers"
- 27 Lexis-Nexis
- 28 Morningstar.com, HeritageQuest, Ancestry.com
- 29 ProQuest
- 30 Oxford English Dictionary
- 31 Chilton's Auto Repair Manuals LearningExpressLibrary.com
- 32 American History and Life
- 33 Churches
- 34 Mitchell Manuals for Auto Repair
- 35 EEE
- 36 na
- 37 I use KYVL a lot for reference service. I think it's great--some databases are easier to search than others, but overall it's a great service.
- 38 Nursing, Learn a Test, Auto Repair Manuals, and National Newspapers ie New York Times
- 39 Chilton's auto repair databases; Practice tests
- 40 More genealogical resources
- 41 American History and Life

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